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City of Salisbury to Hold Ribbon-Cutting Ceremony and Open House at New Salisbury Customer Service Center on Nov. 16

Newest City Facility to Provide One-Stop-Payment Site for Citizens

Salisbury, NC_November 11, 2010 – The City of Salisbury will hold a Ribbon-Cutting Ceremony and Open House at the Salisbury Customer Service Center, 1415 South Martin Luther King Jr. Avenue, on Tuesday, November 16, 2010 at 2 pm. The 26,658 square-foot facility will provide the home for numerous city departments and serve as headquarters for Fibrant, the city's newly-launched Fiber to the Home utility. The Customer Service Center, located on a 4.5 acre lot adjacent to Harris Street, will offer citizens the opportunity to make water-sewer, fiber utility, and additional city service payments at one convenient location. The Salisbury Transit Service offers transportation to the site through the recent addition of a new bus stop, conveniently located at the intersection across the street. The Salisbury Customer Service Center becomes the city's largest construction project to take place over the past five decades.

In addition to customer-related services for Salisbury-Rowan Utilities, the City of Salisbury, and Fibrant, the service center will house the employee wellness center, a radio shop to serve both city and county, and the ACCESS16 TV production studio. The City's Information Technology and Training Department will also be located at the site. Fiber to the Home management team, staff, and support-operations will be based at the facility with the fiber utility's head-end unit also located on center grounds. The head-end unit houses electronics that collect television and Internet signals and then further distribute the signals to Fibrant service subscribers.

Mayor Susan Kluttz, speaking on behalf of the Salisbury City Council shares, "We cordially invite our citizens to attend the opening of their newest public facility on Tuesday, November 16. The Salisbury Customer Service Center belongs to our citizens and we are truly excited to provide the convenience of a one-stop-payment center with the added ease of a drive-thru service." Mayor Kluttz notes that the new facility has numerous "green" elements incorporated into its design. Recycled materials from local manufacturers have been utilized whenever possible. "Bricks, utilized for the service center building, were created from 100% recycled content and produced and purchased from a local manufacturer. The concrete masonry accent pieces on the structure were also created from recycled matter and locally. Structural steel utilized for the facility was created from recycled steel from car parts and other reclaimed steel." Mayor Kluttz adds that the site and facility design, created by KKA Architecture of Salisbury, also features a variety of energy-saving LEED components to assist in reducing the center's operational costs. "Heating, air, and lighting systems are controlled by area, occupancy use, and energy efficiency. Solar panels provide all domestic hot water for the entire complex. As

our municipality continues to grow, expand, and provide additional services for our citizens, we remain diligent in our sustainable efforts to ensure good stewardship of the Earth.”

Director of Management Services John Sofley offers that the center is staffed with knowledgeable customer service representatives, trained to provide one-on-one consultations. “Our goal is to provide consistently excellent customer service by taking the time to address the individual needs of each and every customer. We look forward to serving our citizens in this convenient new location.” For more information, residents may contact representatives at the Salisbury Customer Service Center by dialing 704-638-5300.

The ribbon-cutting ceremony will be held at the back entrance to the Salisbury Customer Service Center and citizens are encouraged to park in the lot located directly behind the facility. Overflow parking is available in a second facility parking lot, accessible from Hillsboro Street and by taking either Harris or Vance Avenue. Attendees are asked to please not park in the Abundant Living Day Care parking lot or directly in front of the Abundant Living facility due to client pick-up services during afternoon hours.

An open house and light refreshments will immediately follow the ribbon-cutting ceremony. The Salisbury Customer Service Center will officially open for business on Monday, December 13, 2010. The City of Salisbury is an equal opportunity employer with over 180 different job classifications and 400 full time positions. For more information regarding the City of Salisbury and its services and departments, please visit us on the web at www.salisburync.gov . To receive updates regarding local initiatives, meetings, programs, and events, please join the City of Salisbury’s Facebook users group at www.salisburync.gov/facebook or follow us on Twitter at <http://twitter.com/CitySalisburyNC>.

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